

**Remote Access Service
Getting Started Guide
(Unclassified)**

Version 1.3

Table of Contents

1. INTRODUCTION3
STEP 1: GET CERTIFICATE REGISTRATION INSTRUCTIONS3
STEP 2: DOWNLOAD YOUR CERTIFICATE AND CREATE A PSP3
**STEP 3: VERIFY THAT THE SOFTWARE YOU NEED IS INSTALLED ON
YOUR LAPTOP5**
**STEP 4: CONTACT THE HELP DESK TO OBTAIN YOUR RAS LOGIN
INFORMATION.....5**
STEP 5: CONTACT YOUR SITE’S HELP DESK6

1. INTRODUCTION

You can use your laptop to access the network while you are away from your site on travel. To access the NMCI network while on travel, all you need is an active telephone wall jack, your laptop and the following items:

- A certificate;
- A personal security password (PSP) for your certificate;
- The PaL and the PERMIT/Client software applications; and
- RAS account login information (including your user name, host realm and password).

This document tells you how obtain everything you need to begin using the Remote Access Service (RAS), which enables you to dial into the network using a telephone line.

STEP 1: GET CERTIFICATE REGISTRATION INSTRUCTIONS

You must obtain a certificate and personal security password to access the NMCI network while working remotely. Certificates are used to authenticate a user as well as verify a user's right to access the network.

Follow the steps below to obtain the instructions you need to get your certificate and PSP.

NOTE: To obtain a certificate and PSP you must have two picture IDs.

1. Contact the Site Manager assigned to your site. Ask for the name of the Local Registration Authority (LRA) or the Trusted Agent (TA) for your site.
2. Take your two picture IDs to the LRA (or TA). The LRA/TA will print a DoD Public Key Infrastructure (PKI) Certificate Registration Acknowledgement of Responsibilities form.
3. Read the form. Then sign and date it.
4. The LRA will print out a Certification Registration Instructions (CRI) document, which supplies the information you must use to request a certificate and PSP.

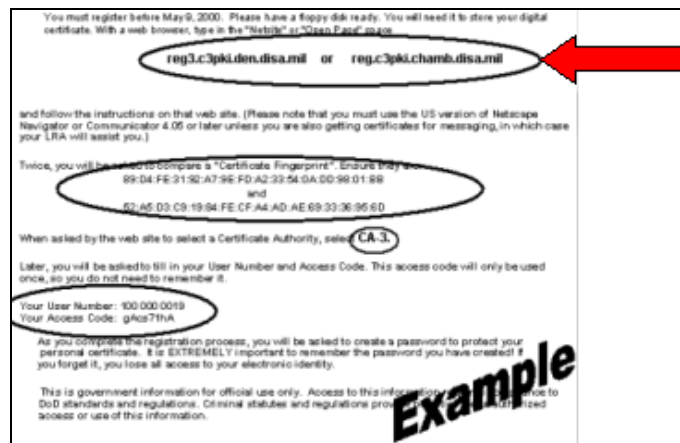
STEP 2: DOWNLOAD YOUR CERTIFICATE AND CREATE A PSP

This section provides information on the website you must navigate to to download a certificate, create a PSP and save a copy of the certificate on a floppy disk. Before you begin, you should have a blank floppy disk available.

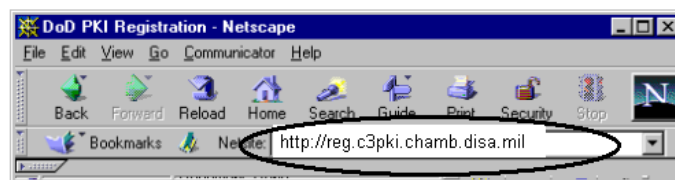
1. Review the information on the CRI document.
2. Turn on your computer and log into Windows.
3. Locate the Netscape Navigator shortcut icon on your desktop. Then double-click on it to launch Netscape Navigator.

IMPORTANT: You must use Netscape Navigator for this task to ensure your request is processed.

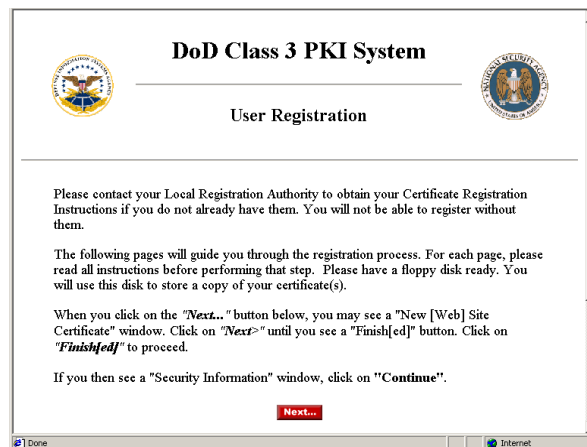
- Navigate to the “chamb” address located on the CRI document, as shown in the following picture.



IMPORTANT: The CRI document includes two website addresses. Be sure to use the site address that has “chamb” as part of the address. Following is an example:
reg.c3pki.chamb.disa.mil. Also, Do not type www in front of the website address. Instead type http// then type the rest of the address as shown in the following picture.



The User Registration page (shown below) appears.

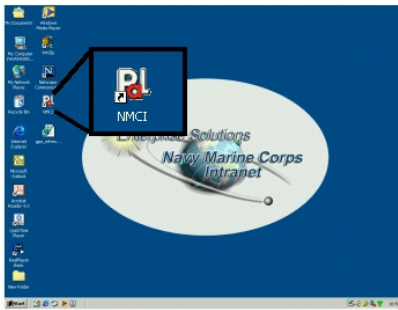


- The User Registration page is one of several pages that will appear as you perform the steps necessary to obtain your certificate and create your personal security password. Make sure you carefully read and follow the instructions that appear on each page.

STEP 3: VERIFY THAT THE SOFTWARE YOU NEED IS INSTALLED ON YOUR LAPTOP

In this section you will verify that the PaL and the PERMIT/Client applications are installed on your laptop.

1. Log onto your laptop. Your desktop appears.
2. Look for the **PaL** icon on your desktop. If you see the PaL icon on your desktop, the PaL software (which you will use to dial into the NMCI network) is installed on your laptop. If you do not see the PaL icon on your desktop, you will need to tell the Help Desk that you need to have the PaL software installed on your laptop.



3. Next, look for a red T in the lower right corner of the desktop area (as shown in following picture).



If a red T displays, the **PERMIT/Client** software is installed on your laptop. If the red T does not display you will need to tell the Help Desk that you need the PERMIT/Client software installed and/or configured on your laptop.

4. Write down the name(s) of the software you need installed/configured on your laptop. You will provide the Help Desk this information when you contact them to get your RAS login information.

STEP 4: CONTACT THE HELP DESK TO OBTAIN YOUR RAS LOGIN INFORMATION

Follow the instructions below to obtain your RAS login information

1. Call the NMCI Help Desk by dialing 1-866-THE-NMCI (1-866-843-6624). Please be prepared to provide your name and the asset tag number for your laptop.
2. Select the applicable prompts for RAS support.

3. If applicable, provide the necessary information to the Help Desk agent. (Also, be sure to tell the Help Desk agent the name(s) of the RAS software application(s) you are missing, if applicable.) The Help Desk will send you an e-mail that has your RAS login information. The e-mail will also include the website you can navigate to to change your RAS password.
4. Print out the e-mail that includes your RAS login information. (You will need to give the printout to the desktop support person who configures RAS for you.)

STEP 5: CONTACT YOUR SITE'S HELP DESK

Once you have completed all of the instructions contained in this guide, you should contact the Help Desk at your site. Tell the Help Desk agent you need someone to configure RAS on your NMCI laptop.